



TERMS AND CONDITIONS ("Guest Terms") - VERSION 3

1. PARTIES

1.1 These Guest Terms are an agreement between:

(a) Nuuk Inc. ("Nuuk" or "the Hotel"); (b) The individual or company booking a reservation and/or completing the registration card ("Guest").

1.2 The Guest represents all members of their group ("Group") and confirms they have the authority to act on their behalf. By booking and signing the registration card, all members agree to these terms.

1.3 Reservations are subject to these Guest Terms and any additional booking terms provided at the time of booking ("Booking Terms"). In case of conflict, these Guest Terms will prevail unless explicitly stated otherwise in writing by Nuuk.

2. RESERVATIONS

2.1 Check-in is from 3:00 pm, and check-out is by 11:00 am.

2.2 Reservations cannot be changed, extended, or shortened without Nuuk's prior agreement.

2.3 A reservation is confirmed only after full payment (100% deposit).

2.4 If a reservation is not confirmed, it will be held for up to 48 hours before cancellation, unless otherwise agreed.

2.5 Nuuk may cancel a reservation at its discretion if a guest is deemed unfit to stay (e.g., disruptive, intoxicated, or endangering others).

2.6 Reservations are personal and cannot be resold or transferred without Nuuk's written approval.

3. CANCELLATIONS

3.1 Individual Bookings (1-2 rooms)

- Free modification via email at least two (2) weeks before arrival, subject to availability and rate changes.
- Cancellation refunds:
 - 90% refund if canceled at least three (3) weeks before arrival.
 - 70% refund if canceled at least two (2) weeks before arrival.
 - 50% refund (or 50% amendment fee for re-bookings) if canceled at least 72 hours before arrival.
 - No refund if canceled within 72 hours of arrival, unless otherwise stated in the Booking Terms.

3.2 Group Bookings (3-5 rooms) or Exclusive Bookings (all rooms)

- Free modification via email at least three (3) weeks before arrival, subject to availability and rate changes.
- Cancellation refunds:
 - 90% refund if canceled at least four (4) weeks before arrival.
 - 70% refund if canceled at least three (3) weeks before arrival.
 - 50% refund (or 50% amendment fee for re-bookings) if canceled at least two (2) weeks before arrival.
 - No refund if canceled within 13 days of arrival, unless otherwise stated in the Booking Terms.

3.3 Reservation changes are only valid if:

- Requested in writing via email.
- Include the Guest's name and reservation details.
- Accepted by Nuuk in writing.

3.4 Refunds for cancellations due to death or accidents are at Nuuk's discretion.

3.5 If a guest does not check in by 11:00 am the day after their arrival date and has not canceled, their entire reservation will be forfeited, and payments will not be refunded.

3.6 If Nuuk cancels a booking due to circumstances beyond its control (excluding Force Majeure), guests will receive a full refund or a date change with a 20% rebate within six (6) months.

3.7 Nuuk may cancel a reservation if:

- The Guest's stay could harm Nuuk's reputation.
- The booking was made fraudulently or in violation of these terms.

Refunds in such cases are at Nuuk's discretion.

3.8 **Taal Volcano Clause:** Guests acknowledge the Hotel's proximity to an active volcano. Force Majeure applies only if:

(a) PHIVOLCS declares Alert Level 3 or higher, and (b) The local government orders an evacuation of Barangay Berinayan, Laurel, Batangas.

3.9 **Force Majeure:** Events beyond Nuuk's control that make it impossible or impractical to operate, including:

- Natural disasters (earthquakes, typhoons, floods, volcanic eruptions).
- Pandemics, epidemics, or government-imposed restrictions.
- Acts of war, terrorism, riots, or civil disturbances.
- Utility failures (e.g., extended power outages caused by external factors).

Affected bookings may be rescheduled within six (6) months, subject to availability. Refunds, if applicable, are at Nuuk's discretion. Events not explicitly mentioned above shall not qualify as force measure unless mutually agreed upon by both parties in writing.

4. CHARGES

4.1 Charges are specified in the Booking Terms. Breakfast is included; all other costs (e.g., incidentals) are not. Rates include 12% VAT.

4.2 A 100% deposit is required to confirm the reservation. If payment is not received, Nuuk may cancel the booking.

4.3 If a Guest exceeds their credit limit of Php 5,000, Nuuk may demand payment at any time. Failure to comply may result in eviction.

4.4 If a Guest fails to pay, Nuuk may remove and store their belongings at their expense. Items may be sold to recover unpaid balances.

4.5 Late check-out without approval incurs a Php 1,000 fee per 30 minutes.

4.6 Guests must check out at reception and settle all outstanding balances.

4.7 Guests are responsible for any damage or breakage to hotel property, including guest rooms, common areas, or other facilities, caused by negligence, misuse, or intentional acts. The cost of repair or replacement for substantial damage will be charged to the Guest.

4.8 If the room is left in an excessively dirty or disorderly state, as outlined in 5.2(c) below, a deep cleaning fee will be applied at the Hotel's discretion.



4.9 Smoking is only allowed in our outdoor designated areas. Smoking indoors or within 15 meters of the building, including using cigarettes, e-cigarettes, vaping devices, pipes, or cigars, will result in a Php 20,000 penalty as outlined in 5.2(e) below.

4.9 Outside Food & Drink:

- We allow guests to BYOB (Bring Your Own Bottle), per the fees detailed in our House Rules (www.nuuktaal.com/info), unless otherwise approved by Nuuk's management.
- Food or soft drinks (sodas and juices) brought onto the property by Guests without prior approval from Nuuk management, is also subject to corkage fees, charged at Nuuk's discretion. If unapproved food or drinks are found in public spaces, a fee may be added to the Guest's room bill without prior notice.
- Celebration cakes are allowed free-of-charge but must be coordinated with the Hotel in advance to ensure storage availability. Ilulli Restaurant items take priority for refrigerator space.

4.10 Lost Room Key Cards will incur a fee, as per the current rates.

5. GUEST RESPONSIBILITIES

5.1 Guests must:

- Provide identification and full payment prior to check-in.
- Occupy only their assigned rooms.
- Comply with health and safety and fire regulations recommended by the Hotel.

5.2 Guests must NOT:

- Make excessive noise (quiet hours: 10:00 pm - 9:00 am).
- Damage, move, or remove Hotel property.
- Leave rooms excessively dirty (cleaning fees apply).
- Use unapproved electrical appliances over 3 kWh. This specifically includes electric water heaters and cooking devices.
- Smoke indoors or within 15 meters (Php 20,000 fine).
- Light candles or any other open flames.
- Allow unregistered guests without approval.
- Engage in illegal or disruptive activities.
- Take professional photos without permission.
- Walk through indoor spaces or sit on indoor furniture with wet clothes.
- Bring unregistered pets, per the Hotel's Pet Policy (www.nuuktaal.com/info).

6. TERMINATION

6.1 This agreement ends when:

- The Guest checks out and leaves the Hotel premises.
- Nuuk terminates the stay due to a Guest's violation of these terms.

Termination does not affect prior obligations.

7. LIABILITY & DISCLAIMERS

7.1 Guests should have travel insurance. Nuuk is not responsible for theft, loss, or damage caused by third parties.

7.2 Vehicles parked at Nuuk are at the Guest's risk.

7.3 Guests must inform Nuuk of dietary needs. The Hotel is not liable for allergic reactions.

7.4 Pool use is at the Guest's risk. Children must be supervised, and proper swimwear is required.

7.5 Guests are responsible for damages caused by their actions and agree to indemnify Nuuk for losses.

These terms ensure a safe, pleasant experience. By signing the registration card, you agree to abide by them. Terms may change, so please check our website for updates.

Thank you and enjoy your stay!